

## CLAIMS

### **Listing of Claims:**

1. (Previously Presented) A system that facilitates quality measurements of at least one of data or documents, comprising:
  - a quality component that tracks one or more quality metrics associated with one or more items;
  - a rules engine that automatically applies the quality metrics to the items to facilitate interactive quality assessments of the items and bulk remediation of a quality problem across disparate items, the bulk remediation includes at least one of modifying or updating content of the one or more items;
  - a scoring component that automatically ranks the items based at least in part on the interactive quality assessments of the items; and
  - at least one filter that analyzes quality scores in view of a predetermined threshold of quality, the at least one filter extracts attributes from an item with a score that exceeds the predetermined threshold and automatically applies the attributes to the remaining items.
2. (Original) The system of claim 1, the quality component is at least one of a local tool, an interface, and a service that communicates across at least one of local and remote networks and associated with at least one of a local database and a remote database.
3. (Original) The system of claim 1, the rules engine interprets the items in view of the quality metrics by applying the quality metrics to the items in order to at least one of determine perceived deficiencies or benefits with the items, facilitate remediation of the problems with the items, and replicate beneficial or corrective information across a document set.

4. (Original) The system of claim 1, the quality metrics include combinations of positive or corrective feedback from users of a documentation set is automatically scored or ranked to determine the nature of an issue with the items and to enable automated remedial actions to be taken in order to improve quality of a documentation set.
- 5-6. (Cancelled)
7. (Original) The system of claim 1, further comprising a component to analyze issues across a documentation set and apply global controls to the documentation set based upon the analysis.
8. (Original) The system of claim 1, the rules engine includes a plurality of rules for analyzing the quality metrics and respective items.
9. (Original) The system of claim 8, the rules that follow an if/then construct or are structured according to a programmatic analysis.
10. (Original) The system of claim 8, the rules include at least one model for analyzing and applying quality information.
11. (Original) The system of claim 10, the model includes at least one of artificial intelligence techniques, automated classification methods, inference analysis, probability analysis, statistical processing, neural networks, classifiers that are configured to analyze associated attributes of quality terms, metrics, topics, or vocabulary, Support Vector Machines (SVM), Naive Bayes models, Bayes networks, decision trees, similarity-based models, vector-based models, Hidden Markov Models, and decision-theoretic models.
12. (Original) The system of claim 1, further comprising a user interface to analyze and process quality metrics, the interface including at least one of a score component, a feedback component, a terms component, a tag component and a category component.

13. (Original) The system of claim 12, the score component displays scores associated with an item and facilitates manually or automatically computing and applying scores to items based upon collected or aggregated information for the item.
14. (Original) The system of claim 12, the feedback component enables administrators or other systems to tag an item or category for further quality actions.
15. (Original) The system of claim 1, the items are associated with at least one of an electronic identifier, an item topic, a topic type, a sequence number for the item topic, a rating or score for the item, and a count field relating to the number of users or administrators that have submitted feedback for a particular topic.
16. (Original) The system of claim 15, the electronic identifier is a Globally Unique Identifier (GUID).
17. (Original) The system of claim 1, further comprising a display to track results of measuring online access to a documentation set over time.
18. (Previously Presented) A computer readable medium having computer readable instructions stored thereon that implements the quality component, the rules engine, and the scoring component of claim 1.
19. (Previously Presented) A computer-based information quality control system for technical documentation, comprising:
- means for associating a plurality of quality metrics associated with a documentation set;
  - means for analyzing one or more items within the documentation set in view of the quality metrics;
  - means for determining common issues associated with the items;

means for automated bulk remediation of the common issues across disparate items in the documentation set, the automated bulk remediation includes at least one of modifying or updating content of the one or more items;

means for assessing the common issues and extracting at least one of features or corrective actions in view of a predetermined threshold level of the quality metrics; and

means for automatically implementing the features to the documentation set based at least in part on the common issues that exceed the predetermined threshold level of the quality metrics.

20. (Previously Presented) A method to facilitate quality controls for a documentation set, comprising:

defining one or more quality controls for items appearing in a documentation set;  
analyzing the items in accordance with the quality controls as compared to a predetermined threshold;

automatically determining strengths and deficiencies, and correcting identified problems in the documentation set based upon the analysis of the items, correcting identified problems includes at least one of modifying or updating content of an item in the document set; and

repeating the determined strengths, removing the determined deficiencies, and correcting the identified problems from all instances in the documentation set.

21. (Original) The method of claim 20, further comprising measuring the frequency of a particular feature or corrective action and plotting the results of the measurements to determine further actions.

22. (Original) The method of claim 20, further comprising measuring topics within an item to determine if one type of item exhibits a characteristic or type that warrants further consideration.

23. (Previously Presented) The method of claim 20, further comprising automatically applying learned or analyzed quality information across the documentation set.

24. (Original) The method of claim 20, further comprising automatically tagging an item *via* a globally unique identifier.
25. (Original) The method of claim 20, further comprising at least one of automatically scoring an item and automatically filtering an item.
26. (Original) The method of claim 25, further comprising initiating automated quality procedures by filtering the item.
27. (Previously Presented) A signal to facilitate communications between at least two components of an automated quality and tracking system, comprising:
- a data packet comprising:
  - a tracking packet including a unique identifier related to a technical documentation topic;
  - an rules packet relating to automated processing of the item; and
  - a quality packet that determines at least one of further quality actions to be performed on the topic and automatically deploys positive features of the quality actions that exceed a predetermined threshold to other topics or automatically applies a corrective action related to the quality actions that are lower than the predetermined threshold to other topics, the corrective action includes at least one of modifying or updating content of the topics.
28. (Previously Presented) A computer readable medium having a data structure stored thereon, the data structure comprising:
- at least one identifier field associated with a technical item topic appearing in a database collection of topics;
  - at least one rating field to score the technical item topic; and
  - at least one deployment field to indicate further actions derived from topics with scores above and below a predetermined threshold that are automatically applied to the database collection of topics, the actions include at least one of modifying or updating content of the topics.